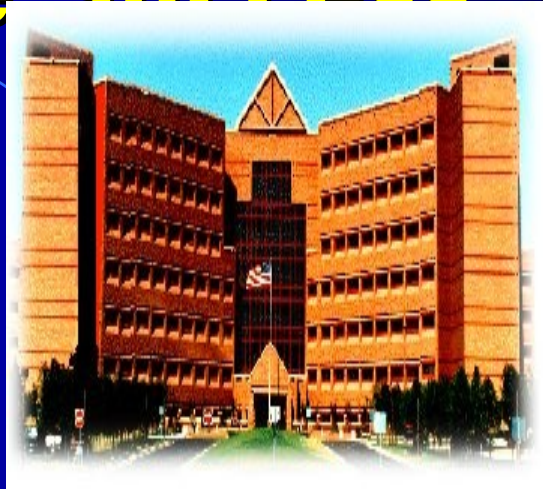
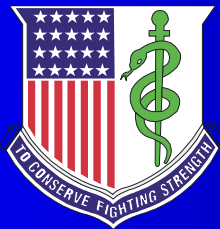


Competency Assessment & JCAHO: One Medical Center's Huge Success Story



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Top Ten Most Problematic Standards National & AMEDD* for CY 2000/2001



	National		AMEDD
HR	Competency Assessment	PE	Initial Assessment
IM	Patient Specific Data	HR	Planning
PE	Initial Assessment	HR	Competency Assessment
TX	Medical Use	IM	Patient Specific Data
HR	Staff Orientation & Training	TX	Providing/Planning Care
MS	Credentialing	TX	Medication Use
TX	Special Tx Procedures	LD	Planning
EC	Implementation	LD	Directing Departments
LD	Planning	HR	Staff Orientation & Training
EC	Social Environment	MS	Medical Staff Bylaws

* Army Medical Department (AMEDD)



Orientation vs Competency

Not the same thing...

Orientation: Mandatory process for providing new staff with initial training and information relevant to the organization (philosophy, goals, policies), work site, and job position.

Competency: The effective application of those technical skills and knowledge that the individual must possess in order to perform their duties. Competency communicates an acceptable level of practice and may be evaluated using a variety of methods.



Competency Assessment

When is competency assessed?

- During the hiring process (do they meet the job requirements?)
- Initially (during the orientation process)
- Ongoing basis throughout the year (daily performance)
- Annual basis (competency revalidation and/or performance eval)

How is competency assessed and verified?

- Observation or demonstration
- Post-tests
- Case studies or exemplars
- Peer Review
- Lectures, inservices, or discussion groups
- Mock events
- Performance Improvement monitors
-



Documentation Folders

Competency Assessment Folders (CAFs)

- License Verification
- BLS and other Special Certifications
- Position Description
- Required training (Health & Safety)
- Unit Orientation Checklist
- Unit Specific Competency Assessment Tool (see example in program book)
- Continuing Education and Training

Personnel Documentation Folders (PDF)

- Evidence of counseling & any other documents the supervisor needs to manage that employee

Training Documentation Folder (TDF)

- A combined competency & personnel folders for students (physicians, nurses, medics, etc)





BAMC's Orientation

Process

Inprocessing: Standardized Checklist for military, government, contract, & volunteer staff

Hospital Education: All employees must inprocess

- Enrolled to pertinent computer-based training modules (SynQuest)
- Oriented to the Hospital Education webpage on the intranet
- Initiate & oriented to the unit specific CAF
 - Specific job descriptions placed
 - Unit orientation checklist placed
 - Unit competency assessment tool placed and reviewed

SynQuest: Represents hospital level training using computer-based modules



Orientation Process

continued.....



Hospital Orientation: Reinforces SynQuest modules and introduces new employees to key staff members

Unit Orientation:

- Unit specific orientation checklist
- Unit health & safety orientation and training
- Unit specific Competency Assessment Tool (for non-privileged staff) guides the new employee and preceptor during the rest of the orientation process

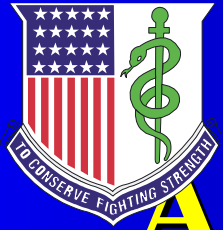
***and now this begins our
initial competency
assessment phase***



BAMC's Competency Assessment Tools



- **350** clinical & administrative tools designed since OCT 02
- Used for **ALL** non-privileged GS, military, & contract staff
- Created for each clinic, ward, and administrative work site
- Encompass scope of practice within the tool
- Assess the following
 - **Technical Skills** (the knowledge and ability to perform fine and gross motor skills)
 - **Critical Thinking Skills** (the ability to use and apply information and knowledge)
 - **Interpersonal Skills** (the ability to work with others)
- Based on JCAHO Performance Standards and unit & hospital Performance Improvement initiatives



BAMC's Competency Assessment Tools *continued*



- The tool is completed once and then use a one page form every year to revalidate competency
- All competency tools posted on the BAMC intranet and at <https://akm.amedd.army.mil/competency/>
- Easy to edit to reflect changes in practice/new missions
- Two versions of each tool were created and provided to supervisors but *content remained exactly the same*

Initial version for all new employees (on intranet)

- Ongoing version for **current** employees to “catch up” to the new system (orientation column removed).

Introduced as a learning needs assessment

This allows **everyone** to use the one page form





Ongoing Competency

Annual Competency Validation Statement (see example)

- One page document placed in their CAF
 - Highlights only a few selected skills or behaviors to revalidate competency
- Selection based on the following criteria
 - Is the activity high volume & problem prone?
 - Is the activity low volume & high risk?
 - Is it a required competency?
 - Was it identified as part of a department monitoring system?
 - Was it identified through PI monitors?
 - Was it identified through a learning needs assessment?
 - Is it a change in service, practice, or a new mission?



Volunteers and Competency

(yes, they get CAFs too!)



“Regular” Volunteers (ie, file clerks, greeters)

- Job description
- Health & Safety Training (Hospital & Unit)
- Unit Orientation Checklist
- Annual Competency Validation Statement for Volunteers done every April

Professional Volunteers (ie, physician or nurse)

Full credentialing process for privileged providers

- Full competency assessment and 6 sided CDF for nurses, pharmacists, etc.



Volunteers and Competency

continued.....



“Special” Volunteers

- Patient Transport
- Patient Listeners
- Caremobile Drivers
- Ministry Support
- ED Volunteer
- Orthopedic Clinic Volunteer
- Pharmacy Support

These “Special Volunteers” have a competency tool designed for them with the Annual Revalidation Columns built into the tool



Reservists and Competency



5501st (Backfill to Brooke Army MEDCEN)

- Follow BAMC policy & bring CAFs to weekend drills and 2 weeks annual training

Visiting Units (annual training)

Abbreviated CAFs

- - Short Term Orientation Checklist (Hosp & Unit Health & Safety)
- Unit Specific Competency Assessment Tool

Individual Ready Reservists (annual training)

Abbreviated CAF as for Visiting AT Units





How Did We Implement This Process?

- **Obligated 1.5 FTEs to Focus on Competency for the Facility**
 - Revised Hospital Policy on Competency Assessment
 - Worked with supervisors & their staff to develop the competency tools
 - Trained over 450 supervisors and staff on the principles of competency assessment and organization of the CAFs
 - Audited over 4,000 CAFs in prep for JCAHO
 - Created the Intranet site for easy access for supervisors
- **Working with HR, revised inprocessing procedures**
 - Supervisors learned to not accept a new employee unless they came through Hospital Education first!
- **With Hospital Education, created an Education & Training Committee to help audit the Departments for compliance**
 - Reported results to Deputy Commanders on a monthly basis

Do You Have Any Questions?

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